

81st Semi-Annual CHART Hospitality Training Conference
 February 5-8, 2011
Hilton, located in Walt Disney World Resort ~ Lake Buena Vista, FL
AGENDA ~ *(updated as of November 3, 2010)*

Blueprint for Trainer Development Tracks

TRAINER	INSTRUCTIONAL DESIGNER	MANAGER	EXECUTIVE/ LEADER	KEY INDUSTRY TOPICS
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Saturday, February 5, 2011

8:00 am – 12:00 pm	PreConference CHART Trainer Competency Workshop – Instructional Design with Monique Donahue
12:00 pm – 6:30 pm	Conference Registration OPEN
1:00 pm – 5:00 pm	PreConference CHART Trainer Competency Workshop – Business Acumen with Janet Hoffmann
5:00 pm – 6:00 pm	First Time Attendee Meeting
6:00 pm – 8:00 pm	Opening Reception/Networking
7:30 pm – 10:00 pm	Dinner on Own/Small Groups
9:00 pm – 12:00 am	Hospitality Suite

Sunday, February 6, 2011

8:00 am – 8:30 am	Continental Breakfast
8:00 am – 9:00 am	Registration Open
8:30 am – 8:45 am	Conference Opening
8:45 am – 10:15 am	General Session Keynote Speaker #1, Jon Petz , 'It's Showtime'

Breakout Session Round One: 10:30 am – 12:00 pm

Mike Hampton - <i>Transfer of Training: Tips to Make Training Stick</i>	Monique Donahue – <i>Going Mobile: Next Generation of Learning</i>
Barbara Latimer – <i>Developing Ethics in Your Employees</i>	Cheryl Stinchcomb – <i>Aligning Operations and Training for Operational Excellence</i>

12:00 pm – 1:00 pm	Leadership Lunch/Business Meeting
1:30 pm – 5:00 pm	Team Activity
5:30 pm – 10:00 pm	Dinner on Own/Optional Evening Activities
9:00 pm – 12:00 am	Hospitality Suite

Monday, February 7, 2011

6:30 am – 7:30 am	Optional Power walk
8:00 am – 8:30 am	Continental Breakfast
8:00 am – 9:00 am	Registration Open
8:30 am – 8:45 am	Conference Announcements
8:45 am – 10:15 am	General Session Keynote Speaker #2, Simon Bailey , 'Brilliant Service IS the Bottom Line'

Breakout Session Round Two: 10:30 am – 11:45 am

Mike Hampton - <i>Transfer of Training: Tips to Make Training Stick</i>	Simon Lia – <i>Crucial Conversations</i>
Marnie Shanbhag - <i>Personal Change Management: Understanding how Individuals Cope with Change</i>	Missi Holle - <i>Deconstructing Wine to Increase Sales</i>

12:00 pm – 1:00 pm	Lunch on Own
1:00 pm – 2:30 pm	General Session

Breakout Session Round Three: 2:30 pm – 3:45 pm

Simon Lia – <i>The Influencer</i>	Cheryl Stinchcomb - <i>Aligning Operations and Training for Operational Excellence</i>
Missi Holle – <i>Deconstructing Wine to Increase Sales</i>	Marnie Shanbhag - <i>Personal Change Management: Understanding how Individuals Cope with Change</i>

4:00 pm – 6:30 pm	Resource Gallery Exposition and Reception Including Presentation of Teddy Bear Donations
6:30 pm – 10:00 pm	Dinner Event
9:00 pm – 12:00 am	Hospitality Suite

Tuesday, February 8, 2011

8:30 am – 9:00 am	Continental Breakfast
9:00 am – 9:15 am	Conference Announcements
9:15 am – 10:30 am	General Session Keynote Speaker #3, Janet Hoffmann , ' <i>Social Media: New Media, Right Media!</i> '
10:45 am – 12:15 pm	General Session Keynote Speaker #4, Tom Gathers, ' <i>DASH – What's Next?</i> '
12:15 pm – 12:30 pm	Closing & Conference Adjournment